



# Quality Improvement Committee (QIC)

**Service Coordination Monitoring for  
People Participating in District of Columbia's Medicaid  
Home and Community-Based Services  
(HCBS) Waiver Program  
March 5, 2019**

# Agenda

- **Table 1: Satisfaction**
- **Table 2: Community Inclusion**
- **Table 3: Health & Well-Being**
- **Table 4: Rights & Dignity**
- **Table 5: Safety & Security**
- **Table 6: Service Planning & Delivery**
- **Table 7: Individual Financial Planning**

# Table 1 Satisfaction Questions



Satisfaction	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
Is the individual satisfied with his or her home?	729	94.7%	5.3%		48	100%	0%
Is the individual satisfied with his or her housemate(s)?	728	92.9%	7.1%		47	100%	0%
Is the individual satisfied with his or her staff?	728	94.6%	5.4%		47	100%	0%
Is the individual supported to make choices in his or her everyday life?	727	99.2%	0.8%		47	100%	0%
Overall, is the person satisfied with all services provided?	728	97.1%	2.9%		47	100%	0%

# Table 2: Community Inclusion



Community Inclusion	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
Is the individual participating in community integration activities?	726	99.0%	1.0%		47	97.9%	2.1%
Does the person have relationships with people not paid to be in his/her life?	726	97.0%	3.0%		47	89.4%	10.6%
Are the community activities reflective of an individual's interest?	1248	98.9%	1.1%		232	99.1%	0.9%

# Table 3: Health & Well-Being



Health and Well Being	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
Is the individual's appearance well kept (i.e., appropriately clothed, groomed, etc.)?	922	98.4%	1.6%		173	98.8%	1.2%
Are clothing and footwear available that is appropriate for the current weather conditions?	1247	99.7%	0.3%		232	99.6%	0.4%
Are residential staff able to describe the individual's health-related needs and their role in ensuring that the needs are met?	853	99.9%	0.1%		186	100%	0%
Is there evidence the assigned staff is following the mealtime protocol?	146	96.6%	3.4%		180	100%	0%
Is there evidence the assigned staff is following the positioning protocol?	75	98.7%	1.3%		103	100%	0%

# Table 3: Health & Well-Being (cont.)



Health and Well Being	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
If the person takes medications at home, is there evidence the medications are given according to the physician's orders?	832	97.4%	2.6%		230	99.6%	0.4%
Did the individual have a physical examination within the last 12 months?	1127	94.9%	5.1%		208	98.6%	1.4%
Did the individual have a dental examination within the last 12 months?	1248	92.9%	7.1%		232	98.3%	1.7%
If the person has a nutrition assessment, are the Nutritionist's recommendations being implemented?	495	98.0%	2.0%		215	99.5%	0.5%
If required by the ISP or significant change (e.g., an unplanned weight loss or gain of five or more pounds in less than a month) in the person's nutritional status, is there a nutrition goal?	286	87.1%	12.9%		123	94.3%	5.7%
Is the current HCMP available to the staff providing supports to the person in his or her home?	781	95.9%	4.1%		231	98.3%	1.7%

# Table 4: Rights & Dignity

Rights and Dignity	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
Is the individual supported to make choices in his or her everyday life?	727	99.2%	0.8%		47	100%	0%
Can the person easily access all living areas of the home, either with or without mobility aids (e.g., wheelchair)?	738	99.7%	0.3%		181	100%	0%
Has the individual, legal guardian, or substitute decision maker provided written informed consent to receive psychotropic medication?	481	96.7%	3.3%		120	99.2%	0.8%
Was the BSP approved by the Provider's Human Rights Committee (HRC) and uploaded in MCIS?	392	95.4%	4.6%		137	96.4%	3.6%
Is there evidence that the behaviors are being tracked and monitored (i.e., ABC charts or data sheets relevant to the BSP)?	392	94.1%	5.9%		137	99.3%	0.7%

# Table 5: Safety & Security

Safety and Security	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
Is there sufficient food and supplies in the home?	1247	99.2%	0.8%		232	100%	0%
Is the individual's residence free from odor, infestation, clutter, etc.?	1249	96.6%	3.4%		232	96.6%	3.4%
If the person was the subject of a serious reportable incident, were all incident reports filed timely?	113	100%	0%		28	100%	0.0%

# Table 6: Service Planning & Delivery

Service Planning and Delivery	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
If a person uses adaptive equipment, Is the adaptive equipment available and functioning?	849	94.7%	5.3%		201	94.0%	6.0%
Is staff knowledgeable and able to assist the person to use the equipment?	849	99.5%	0.5%		201	100%	0%
During the review, is there sufficient staff to meet the needs of the person in accordance with the person's ISP and or Service Authorization?	1247	91.7%	8.3%		232	95.7%	4.3%
If a 1:1 or individualized staffing ratio was approved, is that staff person present and work with the person as detailed in the Behavior Support Plan and ISP?	173	100%	0%		88	100%	0%
Is there evidence of data collection for progress toward ISP goals and outcomes?	1248	91.8%	8.2%		232	90.5%	9.5%

# Table 7: Individual Financial Planning

Individual Financial Planning	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
Do the expenditures listed in the IFP reflect the individual's personal preferences?	1050	99.0%	1.0%		223	100%	0%
Are the financial records in compliance with the DDS Personal Funds Policy?	1050	96.6%	3.4%		223	98.7%	1.3%